

"A review of our current business rules and processes was the first step we took during our PINNACLE implementation."

Paula Loendorf
*Manager
Telecommunications Department
University of New Mexico*

Industry:
Higher Education

Size:
Over 31,000 Students

Location:
Albuquerque, NM

Founded:
1889

Web site:
www.unm.edu

The University of New Mexico

Customer

Founded in Albuquerque in 1889, the University of New Mexico represents a broad cross-section of cultures and backgrounds. The University employs over 19,400 individuals statewide, including employees of the University Hospital. Over 25,000 students attend the main campus and another 7,000 are enrolled in courses at the branch campuses and educational centers across New Mexico. The Telecommunications Department, located on the North Campus, services the entire University community, including students, faculty, and staff.

Situation

The University of New Mexico's Telecommunications Department had concerns regarding undocumented service number data. In the past, technicians selected and assigned service numbers and then informed the Customer Service support staff of any provisioning changes. However, the information was not always shared between the adjacent departments, resulting in unbilled service. More importantly, there was no way to generate 911 transactions. After performing the quarterly switch and database audit, they discovered the service had been frequently disconnected or out of service, which caused University-wide concerns. The University of New Mexico needed a single, integrated software tool that would allow it to accurately track all of their provisioning services and changes, billing, and cable records.

Solution

In order to more successfully provide and support telecommunications services within the University, administrators opted to implement PAETEC's Communications Management solution – PINNACLE. Despite the fact that the Telecommunications Department was functioning without an in-house system or database administrator, they implemented the Billing Manager and Work Order Manager in four months.

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Solution (cont.)

The University of New Mexico's commitment to the PINNACLE implementation and their decision to "fast track" deployment, regardless of their minimal in-house support, contributed to the swift completion of the first phase of the implementation process. The Telecommunication Department's Manager Paula Loendorf stated, "A review of our current business rules and processes was the first step we took during our PINNACLE implementation. PAETEC's assigned Product Consultant provided clear explanations of the software, guided us through the choices we needed to make, and pointed out various ways PINNACLE could be used to enhance our operation and improve our efficiencies."

Result

The University of New Mexico has improved their provisioning services by giving the Customer Service support staff ownership of the service number pools in PINNACLE. PINNACLE allows Customer Service to control the entire provisioning process, ensuring that subscribers are associated with the correct service number and are billed accordingly. The University has also added the Cable Manager in the second phase of their implementation. The Telecommunications Department Product Consultant Carolyn Kane stated, "Diagramming our processes allowed us to clearly identify inefficiencies. Once these became apparent, we were able to analyze why they were occurring and determine how our new PINNACLE tools could be utilized to streamline our operation." Because the department was able to pinpoint their inefficiencies, they could then identify how to use the PINNACLE modules most effectively. PINNACLE also generates E911 transactions that are fed to campus security. The ability to gradually add PINNACLE modules through a phased implementation suits the University of New Mexico's operations structure, generating greater benefits to the University, their students, faculty, and staff members. As to the future, The University of New Mexico is looking forward to implementing the Technician Portal and Department Portal, further increasing the Telecommunications Department's efficiency and reliability.